

April 24, 2008

Duane Betournay

Salt Lake City, UT 84

Re: QIC Recommendation

Dear Duane,

In our February meeting, the state Quality Improvement Committee received reports from the office of child ombudsman and from the fatality review committee. We appreciate their attendance, information and presentations.

The committee did discuss a few improvements regarding the OCPO process in particular. It is our understanding that our committee is to make recommendations regarding improvements for the entire system of child welfare so we hope it is appropriate to make recommendations for entities beyond just DCFS.

The committee is recommending the following:

1. That groups such as medical providers, education, law enforcement, etc, receive a letter or flyer informing them of OCPO's role/function and contact information. It was also suggested that families might need some notification beyond the posters in the DCFS offices. Is it possible to include the OCPO's purpose and contact information on some of the information the families receive upon removal of their child?
2. That a survey of some sort be developed to send recipients of OCPO services to measure their satisfaction. Of particular interest was whether or not complainants felt that OCPO being a part of DHS and housed in the same building as DCFS allowed for enough distance/objectivity?

As always, we appreciate your efforts to ensure that the committee is well-informed of the systems that support children and families.

Sincerely,

Rick Smith
Co-Chair
State Quality Improvement Committee

Cc: OCPO: Brad McGarry
DHS: Lisa-Michelle Church
Katy Larsen